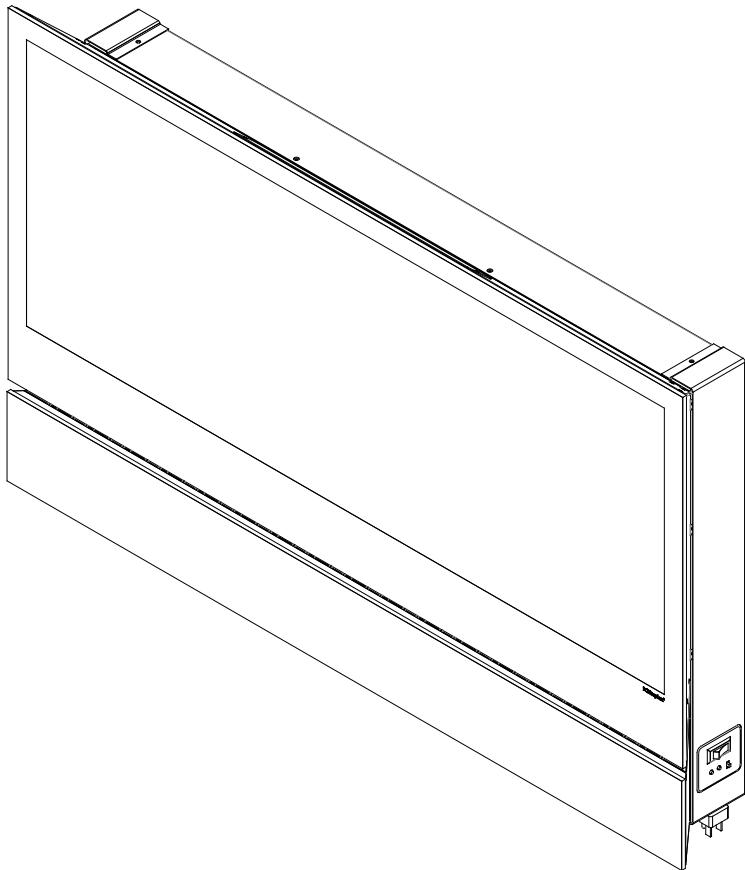




Better solutions through innovation



Service Manual

Model

DWF36-PG

UL Part Number

69077001A0

IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to service this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

Dimplex North America Limited

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1-888-346-7539 • www.dimplex.com

In keeping with our policy of continuous product development, we reserve the right to make changes without notice.

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Always use a qualified technician or service agency to repair this fireplace.

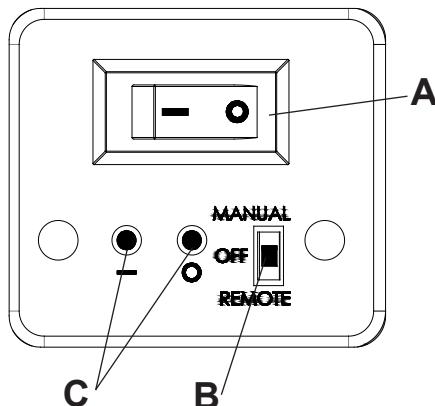
! NOTE: Procedures and techniques that are considered important enough to emphasize.

⚠ CAUTION: Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

⚠ WARNING: Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

OPERATION

Figure 1



The manual controls for the electric fireplace are located on the right end of the unit.

A. On/Off Switch

The On/Off Switch supplies power to all fireplace functions. When the switch is in the "I" position, the unit is on. When in the "O" position, the fireplace is off.

B. 3-Position Switch

The 3-Position Switch changes the mode the fireplace operates in and has three (3) positions: "MANUAL"; "OFF"; and "REMOTE".

When in "REMOTE" mode, the fireplace's three levels of operation are controlled by the ON and OFF buttons of the remote control.

In "OFF" mode, power to all functions is cut off.

In "MANUAL" mode, the fireplace's three levels of operation are controlled by the Manual Control Buttons.

C. Manual Control Buttons

The Manual Control Buttons operate the fireplace levels sequentially (beginning with): flames only; to flames and low heat; to flames and high heat.

The level is increased every time the "I" button is pressed. The fireplace can be turned off at any point by pressing the "O" button.

Resetting The Temperature Cutoff Switch

Should the heater overheat, an automatic switch will turn the heater off and it will not come back on without being reset. The temperature cutoff switch can be reset by unplugging the unit, waiting five (5) minutes and plugging the unit back in.

CAUTION: If you need to continuously reset the heater, unplug the unit and call Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).

Remote Control

The fireplace is supplied with a radio frequency remote control. This remote control has a range of approximately 50 feet (15.25 m). It does not have to be pointed at the fireplace and can pass through most obstacles (including

walls). It is supplied with one of hundreds of independent frequencies to prevent interference with other units.

NOTE: Before attempting any operation with the remote control, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 2).

Remote Control Initialization/ Reprogramming

If the remote control or remote control receiver has been replaced, follow these steps to initialize the remote control and receiver:

1. Ensure that power is supplied through the main service panel.
2. Turn On/Off Switch to On (Figure 1A).
3. Move the 3-Position Switch to the "REMOTE" position (Figure 1B).
4. Press and hold the Manual Control Button marked "I" for five (5) seconds. After five (5) seconds, there is a 10 second window to press any button on the remote control.
5. Press any button on the remote control within that 10 seconds.

This will synchronize the remote control and receiver.

Remote Control Usage

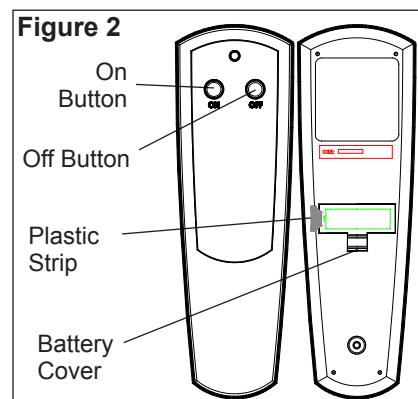
The remote control operates the fireplace levels sequentially (beginning with): flames only; to flames and low heat; to flames and high heat. The level is increased every time the ON button is pressed on the remote control and the fireplace can be turned off at any point by pressing the OFF button.

Battery Replacement

To replace the battery:

1. Slide battery cover open on the remote control (Figure 2).
2. Install one (1) 12-Volt (A23) battery in the battery holder.
3. Close the battery cover.

 Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.



MAINTENANCE

⚠ WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

Mirror Cleaning

The Partially Reflective Glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the Partially Reflective Glass may collect dust particles. These can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the Partially Reflective Glass can be cleaned with a damp cloth. The Partially Reflective Glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners.

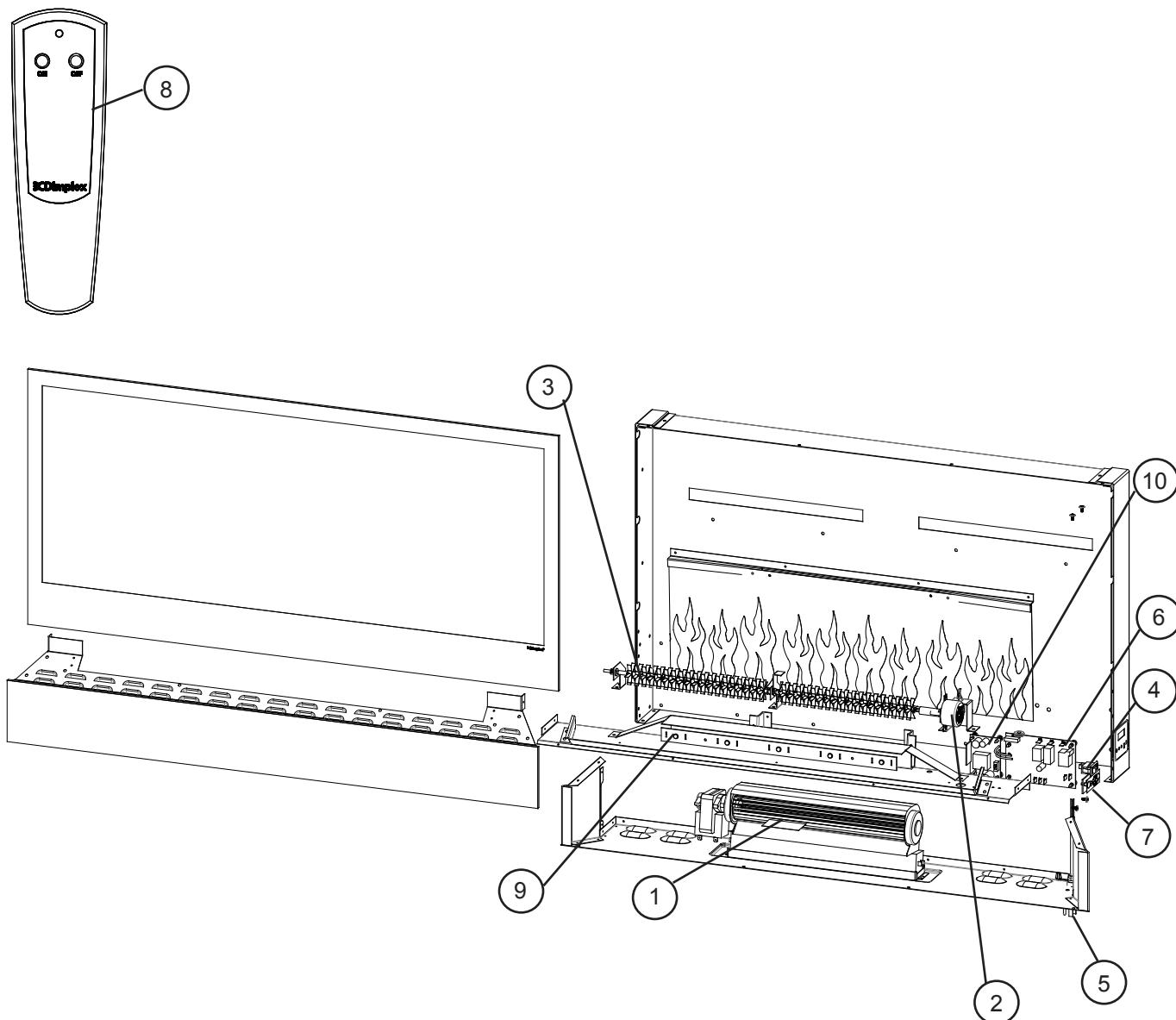
Fireplace Surface Cleaning

Use only a damp cloth to clean painted surfaces of the fireplace. Do not use abrasive cleaners.

Servicing

Except for installation and cleaning as described in this manual, an authorized service representative should perform any other servicing.

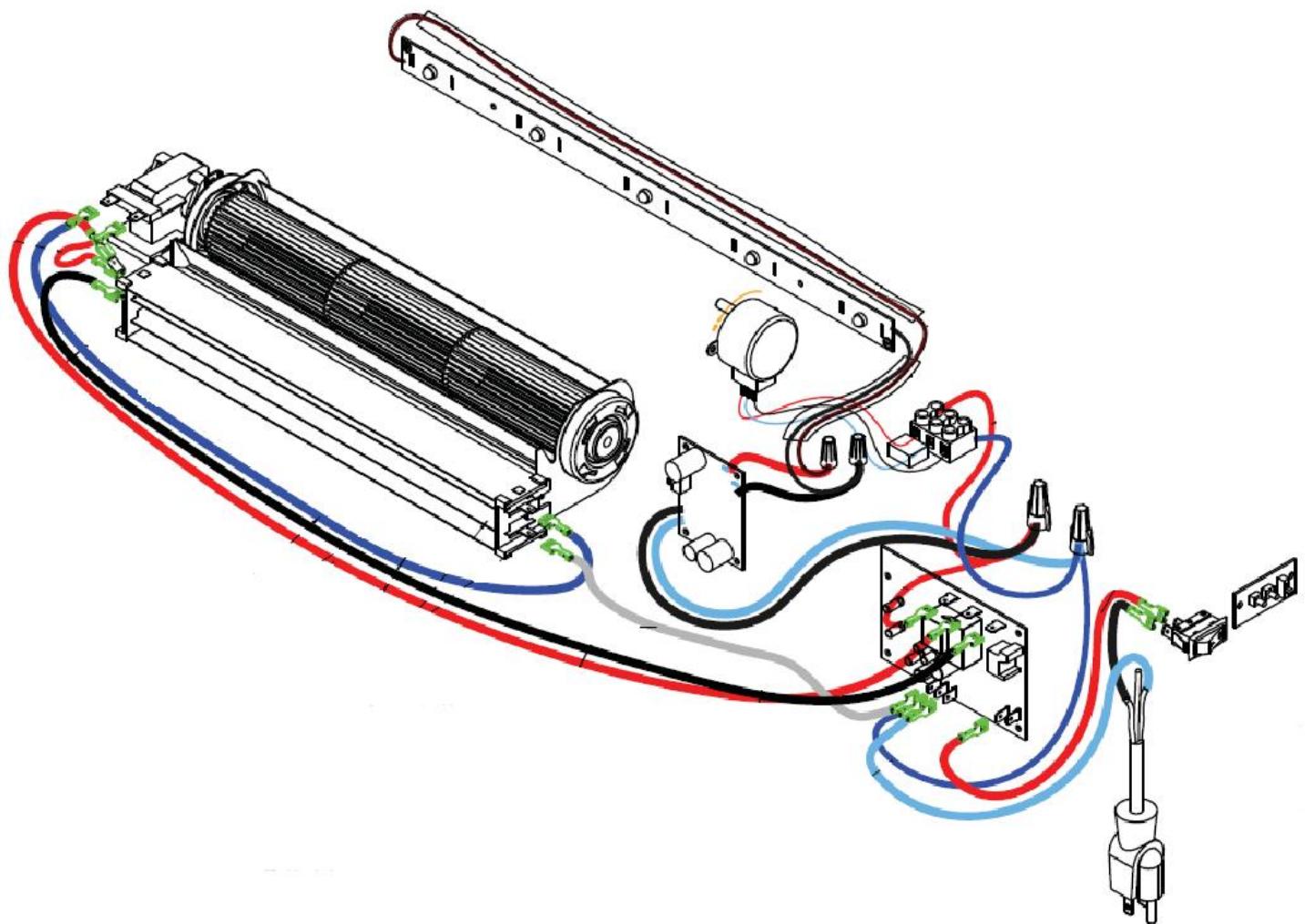
EXPLODED PARTS DIAGRAM



REPLACEMENT PARTS LIST

1. Heater Assembly.....	2203540100RP	7. Remote Switchboard.....	3000820300RP
2. Flicker Motor	2000210300RP	8. Remote Control.....	3000370900RP
(Order Stand-offs with Flicker Motor ..	8500410259RP)	9. LED Light Strip	3000830101RP
3. Flicker Assembly	5902180100RP	10. LED Driver Board	3000810100RP
4. On/Off Switch	2800070700RP	11. Capacitor.....	2300030100RP
5. Power Cord	4100190100RP	12. Wall Bracket Mounting Kit.....	1024380100RP
6. Remote Control Receiver	3000820100RP	13. Glass Media	1400070100RP

WIRING DIAGRAM



HEATER ASSEMBLY REPLACEMENT

Tools Required: Philips head screwdriver
Flat head screwdriver
Needle-nose pliers

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove the fireplace from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 3).

2. Carefully lay the fireplace down on its front.

! NOTE: If necessary, lay a protective barrier between the front glass and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching the glass or your work surface.

3. Remove the left and right side exterior cover panels from the body of the firebox by removing the screw on the top flange and two (2) screws on the bottom flange on each panel, 6 screws in total. (See Figure 4 for all screw locations.)

4. Remove the six (6) screws from the bottom edge of the back panel.

5. Remove the twelve (12) screws which secure the bottom panel to the fireplace: two (2) on the left and two (2) on the right (side flange); three (3) on the left and three (3) on the right (corner point of the bottom panel); two (2) in the center of the bottom panel (edge closest

toward the front face).

6. Carefully pull the bottom panel away from the fireplace and rest it just in front of the bottom opening.

! NOTE: Take care not to damage the wires from the power cord, which are still attached to both the bottom panel and the interior switches.

7. Locate the heater assembly and remove the two (2) heater assembly brackets from the back panel. (Figure 5)

8. Carefully remove the heater assembly out through the bottom opening of the fireplace leaving the wires still connected.

9. Remove the two (2) mounting brackets from the original heater assembly, and re-attach them to the new heater assembly.

10. Carefully transfer the wire connections from the original heater assembly onto the new heater assembly.

! NOTE: Use a flat head screwdriver to gently pry between the end of the connector and the heater assembly to release the wires.

11. Re-attach the mounting brackets to the back panel.

12. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

! NOTE: Be sure that the side flanges on the bottom panel are positioned on the interior of the side and back panels of the fireplace.

The air deflector panel located on the interior of the bottom panel will need to carefully fit over the heater assembly elements. This may take some careful maneuvering, sliding one side of the bottom panel in place first before the

Figure 3

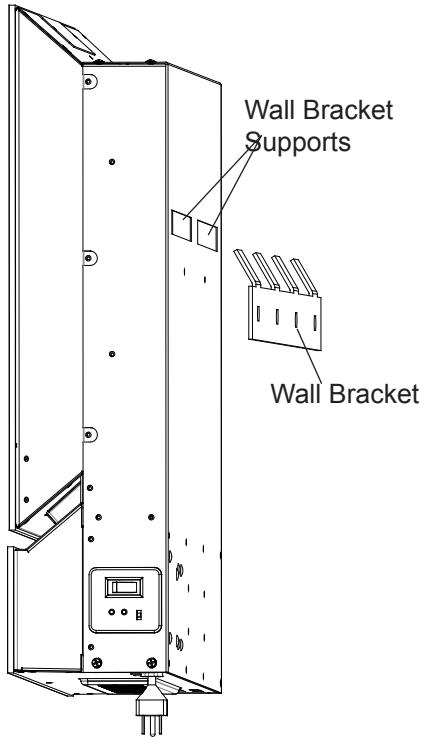


Figure 4

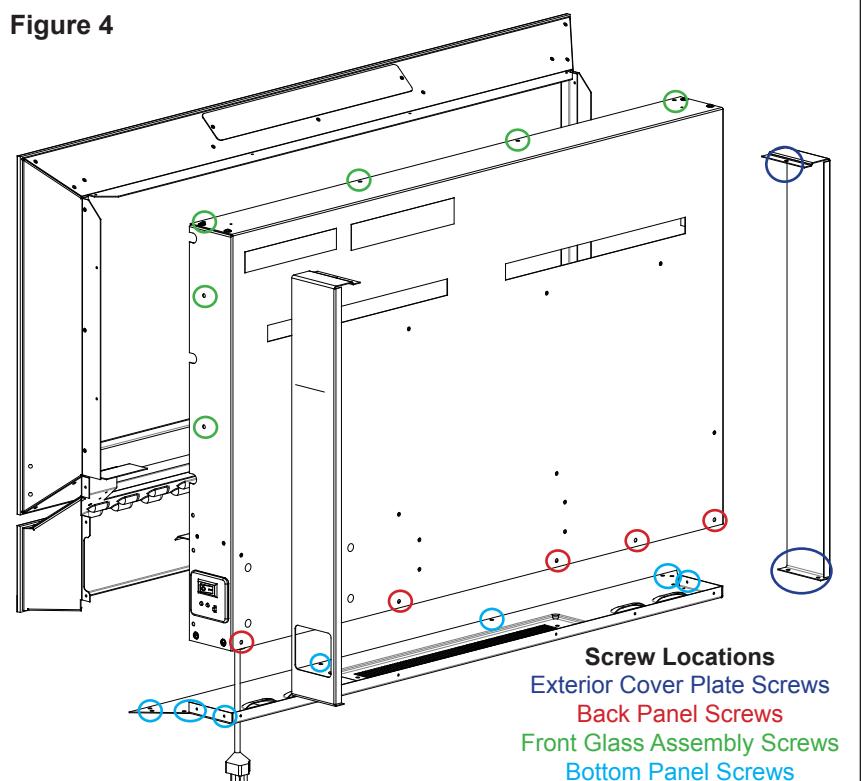
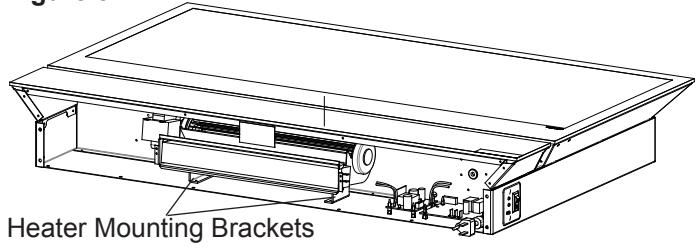


Figure 5



second side.

The fit is tight and a flat instrument such as a flat head screwdriver may be helpful to guide the last of the 2 sides when pushing the bottom panel in place. Use care to not scratch the visible surface of the bottom.

FLICKER MOTOR REPLACEMENT

Tools Required: Philips head screwdriver
Flat head screwdriver
Needle-nose pliers
Wire Cutters

WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove the fireplace from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 3).
2. Carefully lay the fireplace down on its front.

NOTE: If necessary, lay a protective barrier between the front glass and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching the glass or your work surface.

3. Remove the left and right side exterior cover panels from the body of the firebox by removing the screw on the top flange and two (2) screws on the bottom flange on each panel, six (6) screws in total. (See Figure 4 for all screw locations.)
4. Remove the six (6) screws from the bottom edge of the back panel.
5. Turn the fireplace over and lay it with the front glass assembly facing up.
6. Remove glass assembly beginning with the four (4) screws on the top panel. They are located along the edge of the flat top-panel of the fireplace, where it meets the angled panel of the glass assembly.
7. Remove the screws from the secondary side panels - two (2) on the left and two (2) on the right, which attach the glass assembly to the body of the fireplace.

WARNING: Do not remove the screws located in the notched/cutout areas on these side panels where they meet the angled panels on the left and right sides. These hold the interior Partially Reflective Glass brackets in place and may cause the Partially Reflective Glass to fall and

break.

8. Lift the glass assembly off the body of the fireplace and set it aside in a safe location.
9. Remove the twelve (12) screws which secure the bottom panel to the fireplace: two (2) on the left and two (2) on the right (side flange); three (3) on the left and three (3) on the right (corner peak of the bottom panel); two (2) in the center of the bottom panel (edge toward the front face).
10. Carefully pull the bottom panel away from the fireplace and rest it just in front of the bottom opening.

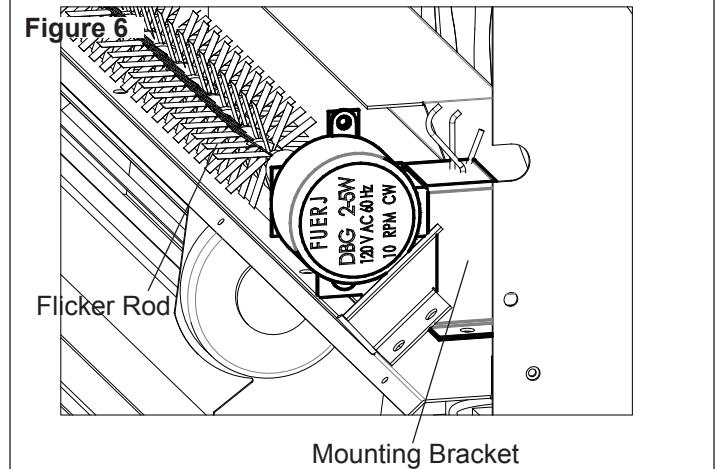
! NOTE: Take care not to damage the wires from the power cord, which are still attached to both the bottom panel and the interior switches.

! IMPORTANT:

- If the flicker motor wires are connected into the bottom terminals on the terminal block, continue with Steps 11 – 16.
- If the flicker motor wire connections are on the top side of the terminal block, proceed to step 17.

11. With the bottom panel removed, locate the On/Off Switch and remove the red remote control receiver wire and the black power cord wire from the switch terminals, noting their original location. .
12. Disconnect the white power cord wire from the remote control receiver, labeled T4 AC1(L).
13. Gently pull the white connector to disconnect it from the Remote Switchboard.
14. Leaving the rest of the wire connections in place, remove the remote control receiver by either:
 - If you do not have replacement mounting tabs - Use needle nose pliers to squeeze the flanged tip of each peg to release the board. Once repair is complete, re-spread the flanges and re-mount the board.
 - If you have replacement pegs - cut the mounting pegs from each corner. It is best to cut them flush to the back panel from underneath the board using wire cutters.
15. Carefully grasp the remote control receiver and move it slightly forward, outside of the lower cavity to provide better access to the terminal block. Take care that the

Figure 6



antenna from the board stays secured to the upper-back panel and the remaining wire connections on the board stay in-tact.

16. If mounting tabs have been cut, push the remainder of the tabs out through the back panel
17. Inside the lower cavity, locate the terminal block on the right hand side and the wires leading from the flicker motor in the upper housing.
18. Remove the three (3) flicker motor wires from the terminal block by using a Philips screw driver to loosen the screw in each of the associated terminals. Note the original wire locations and orientation of the capacitor.
19. Remove the three (3) screws, which secure the mounting bracket to the bottom of the upper cavity. (Figure 6)
20. Remove the two (2) screws which secure the flicker motor to the mounting bracket and remove the motor.
21. Carefully pull and twist the rubber gasket and reflector rod off of the motor shaft, taking care not to bend the rod. If the rod gets bent, it may cause a rubbing noise once the fireplace is re-assembled.
22. Remove the original flicker motor and remove the rubber barrier that mounts between the motor and the bracket.
23. Fit the rubber barrier onto the new flicker motor and mount the flicker motor onto the mounting bracket.
24. Feed the flicker motor wires through the opening on the bottom panel.
25. Re-connect the rubber gasket and flicker rod to the flicker motor and re-attach the mounting bracket to the bottom of the upper cavity.

! NOTE: Ensure that the flicker rod is not bent and the bushing in the center of the flicker rod is completely set in the support bracket. The bushing must be properly aligned for it to go all the way down into the bracket.

26. Reconnect the flicker motor wires and capacitor into the appropriate terminals in the terminal block, according to their original configuration.

! NOTE: It is helpful to use needle nose pliers to feed the wires and hold them in position with one hand while you secure the terminal screw into position with the other. Once the screw is tightened, give a gentle tug on the wires to ensure they are secure.

27. Install the new mounting tabs, if applicable. Line up the remote control receiver and gently push it down to secure it onto the mounting pegs.
28. Reconnect the wires for the On/Off switch, Remote Switchboard, power cord and Remote Control Receiver into their original positions.
29. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

! NOTE: Be sure that the flanges on the bottom panel are positioned on the interior of the side and back panels of the fireplace.

The air deflector panel located on the interior of the bottom

panel will need to be carefully fit over the heater assembly elements. This may take some careful maneuvering, sliding one side of the bottom panel in place first before the second side.

The fit is tight and a flat instrument such as a flat head screwdriver may be helpful to guide the second side when pushing the bottom panel in place. Use care to not scratch the visible surface of the bottom.

LED LIGHT HARNESS REPLACEMENT

Tools Required: Philips head screwdriver
Flat head screwdriver
Needle-nose pliers

! WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

! WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove the fireplace from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 3).
2. Carefully lay the fireplace down on its front.
- ! NOTE:** If necessary, lay a protective barrier between the front glass and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching the glass or your work surface.
3. Remove the left and right side exterior cover panels from the body of the firebox by removing the screw on the top flange and two (2) screws on the bottom flange on each panel, six (6) screws in total. (See Figure 4 for all screw locations.)
4. Remove the six (6) screws from the bottom edge of the back panel.
5. Turn the fireplace over and lay it with the front glass assembly facing up.
6. Remove glass assembly beginning with the four (4) screws on the top panel. They are located along the edge of the flat top-panel of the fireplace, where it meets the angled panel of the glass assembly.
7. Remove the screws from the secondary side panels - two on the left and two on the right, which attach the glass assembly to the body of the fireplace.

! WARNING: Do not remove the screws located in the notched/cutout areas on these side panels where they meet the angled panels on the left and right sides. These hold the interior Partially Reflective Glass brackets in place and may cause the Partially Reflective Glass to fall and break.

8. Lift the glass assembly off the body of the fireplace and set it aside in a safe location.
9. Carefully pull and twist the rubber gasket and reflector rod off of the motor shaft, taking care not to bend the rod. If the rod gets bent, it may cause a rubbing noise

once the fireplace is re-assembled.

10. Remove the two (2) screws which secure the center flicker rod support bracket in place. Set this center support bracket aside.
11. Remove the twelve (12) screws which secure the bottom panel to the fireplace: two (2) on the left and two (2) on the right (side flange); three (3) on the left and three (3) on the right (corner peak of the bottom panel); two (2) in the center of the bottom panel (edge toward the front face).
12. Carefully pull the bottom panel away from the fireplace and rest it just in front of the bottom opening.
! NOTE: Take care not to damage the wires from the power cord, which are still attached to the bottom panel and the interior switches.
13. Inside the lower electrical housing compartment, locate the two (2) orange wire nuts. Untwist the wire-nut connectors to separate the wires from the LED driver board and the LED light strip. Note their original locations: yellow wire and the solid black wire connected together; red wire and black with the orange striped wire connected together.

! NOTE: The wires from the LED light strip come from the upper compartment through the opening into the lower compartment.

14. In the upper compartment, remove the 2 screws which secure the LED light strip to the light bracket. Screws are located between the 1st and 2nd bulb and the 4th and 5th bulb.
15. With wire cutters, cut the wire ties which secure the LED light strip to the light bracket, (left and right bottom corner of the bracket).
16. Pull the LED light strip out of the light bracket and pull the remainder of the wires out of the protective sheathing leading down into the lower compartment.

! NOTE: Leave the protective sheathing in place as

much as possible to reuse it with the replacement light harness.

17. Lay the new LED light strip back into the light bracket and secure with the original 2 screws.
18. Feed the wires back through the protective sheathing and guide them back into their original position around the lower corners of the light bracket, then down into the lower electrical compartment.
19. In the lower electrical compartment, reconnect the LED light strip to the wires on the LED driver board using the 2 orange wire-nut connectors. Be sure to follow the original configuration: yellow wire and the solid black wire connected together; red wire and black wire, with the orange stripe, connected together
20. Re-connect the rubber gasket and flicker rod to the flicker motor in the upper housing.

! NOTE: Ensure that the flicker rod is not bent and the bushing in the center of the flicker rod is completely set in the support bracket. The bushing must be properly aligned for it to go all the way down into the bracket.

21. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

! NOTE: Be sure that the flanges on the bottom panel are positioned on the interior of the side and back panels of the fireplace.

The air deflector panel located on the interior of the bottom panel will need to be carefully fit over the heater assembly elements. This may take some careful maneuvering, sliding one side of the bottom panel in place first before the second side.

The fit is tight and a flat instrument such as a flat head screwdriver may be helpful to guide the second side when pushing the bottom panel in place. Use care to not scratch the visible surface of the bottom.

ON/OFF SWITCH REPLACEMENT

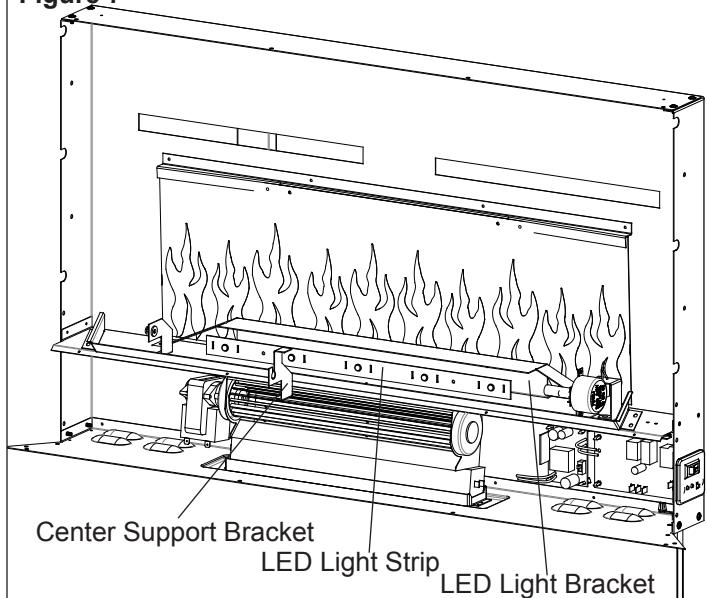
Tools Required: Philips head screwdriver
Flat head screwdriver
Needle-nose pliers

! WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

! WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove the fireplace from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 3).
2. Carefully lay the fireplace down on its front.
! NOTE: If necessary, lay a protective barrier between the front glass and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching the glass or your work surface.
3. Remove the left and right side exterior cover panels

Figure 7



from the body of the firebox by removing the screw on the top flange and two (2) screws on the bottom flange on each panel, six (6) screws in total. (See Figure 4 for all screw locations.)

4. Remove the six (6) screws from the bottom edge of the back panel.
5. Turn the fireplace over and lay it with the front glass assembly facing up.
6. Remove the twelve (12) screws which secure the bottom panel to the fireplace: two (2) on the left and two (2) on the right (side flange); three (3) on the left and three (3) on the right (corner peak of the bottom panel); two (2) in the center of the bottom panel (edge toward the front face).
7. Carefully pull the bottom panel away from the fireplace and rest it just in front of the bottom opening.

! NOTE: Take care not to damage the wires from the power cord, which are still attached to the bottom panel and the interior switches.

8. With the bottom panel removed, locate the On/Off switch on the right hand side.
9. With the bottom panel removed, locate the On/Off switch and remove the red remote control receiver wire and the black power cord wire from the switch terminals, noting their original location.

! NOTE: Use a flat head screwdriver to gently pry between the end of the connector and the switch to release the wires.

10. Squeeze the mounting tabs located on the top and bottom of the switch, to release the switch and push it out through the side panel of the fireplace. Note its original on/off position in the opening.

! NOTE: It may be helpful to use needle-nose pliers for a better grip and squeeze the mounting tabs simultaneously, then push the switch outward. Alternatively, a flat head screw driver can be used to press the each mounting tab down individually and pushing the switch out, alternating sides until the switch is released from its position.

11. Replace the original On/Off switch with the new switch, ensuring the correct orientation.
12. Reconnect the wires according to their original configuration.
13. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

! NOTE: Be sure that the flanges on the bottom panel are positioned on the interior of the side and back panels of the fireplace.

The air deflector panel located on the interior of the bottom panel will need to be carefully fit over the heater assembly elements. This may take some careful maneuvering, sliding one side of the bottom panel in place first before the second side.

The fit is tight and a flat instrument such as a flat head screwdriver may be helpful to guide the second side when pushing the bottom panel in place. Use care to not scratch

the visible surface of the bottom.

REMOTE SWITCHBOARD REPLACEMENT

Tools Required: Philips head screwdriver
Flat head screwdriver
Needle-nose pliers

! WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

! WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove the fireplace from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 3).

2. Carefully lay the fireplace down on its front.

! NOTE: If necessary, lay a protective barrier between the front glass and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching the glass or your work surface.

3. Remove the left and right side exterior cover panels from the body of the firebox by removing the screw on the top flange and two (2) screws on the bottom flange on each panel, six (6) screws in total. (See Figure 4 for all screw locations.)

4. Remove the six (6) screws from the bottom edge of the back panel.

5. Turn the fireplace over and lay it with the front glass assembly facing up.

6. Remove the twelve (12) screws which secure the bottom panel to the fireplace: two (2) on the left and two (2) on the right (side flange); three (3) on the left and three (3) on the right (corner peak of the bottom panel); two (2) in the center of the bottom panel (edge toward the front face).

7. Carefully pull the bottom panel away from the fireplace and rest it just in front of the bottom opening.

! NOTE: Take care not to damage the wires from the power cord, which are still attached to the bottom panel and the interior switches.

8. With the bottom panel removed, locate the Remote Switchboard on the right hand side.

9. Disconnect the wire harness, connecting the remote switchboard to the remote control receiver on the interior back panel.

10. Remove the switchboard, by depressing the flanged tips on the mounting tabs using needle nose pliers and gently lifting off.

11. Once the switchboard is removed, use needle nose pliers to push the original mounting tabs out of the fireplace chassis and replace with the new mounting tabs supplied with the new board.

12. Gently push the new remote switchboard onto these

mounting tabs.

13. Connect the new switchboard to the remote control receiver using the new wire harness supplied.

! NOTE: The wire harness plugs will insert only one way onto the remote control receiver and the remote switchboard. Ensure that the plug is oriented so that the shape/configuration matches before pushing them in place.

14. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

! NOTE: Be sure that the flanges on the bottom panel are positioned on the interior of the side and back panels of the fireplace.

The air deflector panel located on the interior of the bottom panel will need to be carefully fit over the heater assembly elements. This may take some careful maneuvering, sliding one side of the bottom panel in place first before the second side.

The fit is tight and a flat instrument such as a flat head screwdriver may be helpful to guide the second side when pushing the bottom panel in place. Use care to not scratch the visible surface of the bottom.

CIRCUIT BOARD REPLACEMENT REMOTE CONTROL RECEIVER or LED DRIVER BOARD

Tools Required: Philips head screwdriver
Flat head screwdriver
Needle-nose pliers
Wire Cutters

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove the fireplace from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 3).
2. Carefully lay the fireplace down on its front.

! NOTE: If necessary, lay a protective barrier between the front glass and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching the glass or your work surface.

3. Remove the left and right side exterior cover panels from the body of the firebox by removing the screw on the top flange and two (2) screws on the bottom flange on each panel, six (6) screws in total. (See Figure 4 for all screw locations.)
4. Remove the six (6) screws from the bottom edge of the back panel.
5. Turn the fireplace over and lay it with the front glass assembly facing up.
6. Remove the twelve (12) screws which secure the bottom panel to the fireplace: two (2) on the left and two

(2) on the right (side flange); three (3) on the left and three (3) on the right (corner peak of the bottom panel); two (2) in the center of the bottom panel (edge toward the front face).

7. Carefully pull the bottom panel away from the fireplace and rest it just in front of the bottom opening.

! NOTE: Take care not to damage the wires from the power cord, which are still attached to the bottom panel and the interior switches.

8. With the bottom panel removed, locate the board to be replaced. There are two (2) circuit boards to the right of the heater assembly, mounted on the back panel of the fireplace: the LED Driver Board is the medium sized board located closest to the heater; and the Remote Control Receiver is the large board located closest to the switches on the right.

9. Transfer the wire connectors from the terminals on the original board to the same location on the replacement board.

! NOTE: Use a flat head screwdriver to gently pry between the end of the connector and the switch to release the wires.

10. Using wire cutters, remove the defective board by cutting the 4 mounting tabs which secure the board to the back panel. They can be cut either from: above – flush to the board; or below the board - flush to the back panel. Once the mounting tabs are cut, pull the board off of the tabs, and remove the board from its location, noting its original orientation.

11. Raise the bottom of the fireplace off your work surface and using needle nose pliers push the remainder of the original mounting tabs out of the back panel and push the new mounting tabs (supplied with the new board), into the same location from behind the panel.

12. Gently push the new board onto these mounting tabs according to the orientation of the original board.

! NOTE: The wire harness plugs will insert only one way onto the remote receiver board and the remote switchboard. Ensure that the plug is oriented so that the shape/configuration matches before pushing them in place.

13. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

! NOTE: Be sure that the flanges on the bottom panel are positioned on the interior of the side and back panels of the fireplace.

The air deflector panel located on the interior of the bottom panel will need to be carefully fit over the heater assembly elements. This may take some careful maneuvering, sliding one side of the bottom panel in place first before the second side.

The fit is tight and a flat instrument such as a flat head screwdriver may be helpful to guide the second side when pushing the bottom panel in place. Use care to not scratch the visible surface of the bottom.

TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
General		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring. Improper circuit current rating	Trace wiring in unit. Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Unit turns on or off by itself	Remote control has a similar frequency to other remotes in the area. Radio frequency disturbance from outside sources.	Replace Remote Control. Initialize to Remote Control Receiver. Replace Remote Control and Remote Control Receiver where necessary. Initialize Remote Control and Receiver
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize to Remote Control.
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Power cord gets warm	Normal Operation Defective power cord	The power cord may get slightly warm to the touch when the heater is on Replace power cord if cord gets hot to the touch.
Appearance		
Fireplace does not turn on in Manual Mode	Improper operation	Refer to Operation Section
	No incoming power from the electrical wall socket	Check Fuse/Breaker Panel
	Defective On/Off Switch	Replace On/Off Switch
	Defective Remote Switchboard	Defective Remote Switchboard
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize with Remote Control.
Fireplace does not turn on in Remote Mode	Improper operation	Refer to Operation Section
	Remote control not initialized to fireplace	Initialize the remote control
	Loose wiring	Check wiring connections
	Remote Control not working	Install new battery into the Remote Control. Reinitialize remote control where necessary Replace Remote Control Receiver where necessary. Initialize Remote Control Receiver to Remote Control.
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize to Remote Control
Flame Frozen	Loose wiring	Check wiring connections
	Defective flicker motor	Replace flicker motor
Flame not bright or flame not visible	Loose wiring	Check wiring connections
	Defective LED light strip	Replace LED light strip
Log set dim, not glowing	Defective LED Log Driver Board	Replace LED Log Driver Board
Flame Shudder	Defective flicker motor	Replace flicker motor

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning Off	Improper operation	Refer to Operation Section
	Defective Remote Switchboard	Defective Remote Switchboard
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize to Remote Control.
Heater is not turning On	Improper operation	Refer to Operation Section
	Loose wiring	Check wiring connections
	Defective heater assembly	Replace heater assembly
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective heater assembly	Replace heater assembly
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective heater assembly	Replace heater assembly
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective heater assembly	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heater assembly.
Heater fan runs continuously	Loose wiring	Trace wiring in unit
	Defective heater assembly	Replace heater assembly
Noise		
Excessive noise with the heater on	Dirty heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective heater assembly	Replace heater assembly
Grinding or excessive noise with the heater off	Flicker rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective flicker motor	Replace flicker motor